uonews

Universal Orlando Resort™ Team Member Newsletter

June 26 - July 9, 2017

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WIN A DAY IN PARADISE!

Ten Team Members a Day to Win Tickets to Universal's Volcano Bay™!

Through July 24, ten Team Members per day will have the opportunity to win tickets to Universal's Volcano Bay for themselves and up to three family members! Winners will receive 1-Day Volcano Bay tickets valid Monday through Thursday until July 31 (except for July 3 and 4).

- **Volcano Bay Team Members** will have the first opportunity to win and can exclusively enter the contest daily through Friday, June 30.
- **All Team Members (including Volcano Bay)** can enter the contest daily beginning Saturday, July 1 continuing through Monday, July 24.

To register to win, visit **UOTeam.com** and select the **"Party Patrol Pop-Up!"** link and fill out your details. If you are a winner, UOTMS will contact you directly with additional instructions. *Good luck!*

Limit one entry per day per eligible Team Member. Entries will be randomized and duplicate entries will be deleted. Team Members will be verified for eligibility. Please note: this opportunity is only open to UO Team Members and does not include third party team members, concessionaires, or vendors.

UNIVERSAL ORLANDO RESORT

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

What's New

FOR YOUR INFO

Know Your Stuff: Updates Around Our Universe

Things are changing all the time in our universe! Below are a few of the recent updates within our parks:

- KidZone Pizza Company™ reopens on June 30.
- Louie's Italian Restaurant™ now sells garlic knots.

- Moose Juice, Goose Juice now sells foot-long corndogs.

- Local craft beer and nachos are now available at **The Snack Wagon** near the Starbucks in USF.
- Schwab's Pharmacy is now open through the summer.
- Coca-Cola freestyle® Souvenir Guest Cups work at all three Universal Orlando theme parks.

- The wall in front of the future Fast & Furious – Supercharged™ attraction has been updated with artwork from the ride.
- On July 4, the band Stereo FM and a DJ will perform at the Music Plaza Stage. Universal's Cinematic Spectacular™ will not feature any additional show elements.

Is there something new in your area that you'd like to share? Email **communications@universalorlando.com** and let us know.

Universal Studios Japan Begins Construction On Super Nintendo World

At 10:10 a.m. on June 8, 2017, Universal Studios Japan held a groundbreaking ceremony for Super Nintendo World™, the world's first* Nintendo-themed expansive entertainment areas featuring Nintendo's legendary worlds and characters.

Super Nintendo World will present the exciting world of Nintendo, which originated in Japan and is now hugely popular around the world – and which is expected to boost the attendance of Universal Studios Japan in the years to come. The more than 60 Billion Yen Project is set to open in time for the 2020 Tokyo Olympics.

An all-new Mario Kart attraction will be part of Super Nintendo World and will bring the hugely popular Nintendo game to life in a way that takes theme park entertainment to an entirely new level and goes beyond what Nintendo fans and theme park fans have ever seen. Super Nintendo World will bring the fun of Nintendo games to life within an expansive, highly themed environment. Guests will enter a world of excitement where they will feel as if they are playing inside their favorite Nintendo games.

The creative visionaries behind Nintendo's legendary worlds and characters are working together with the creative teams behind Universal's blockbuster theme park attractions. Universal Orlando Resort and Universal Studios Hollywood have also announced that they will also feature Nintendo-themed areas in the future.

**Based on an internal survey of Nintendo brand characters and their worlds at other parks and themed areas around the world.*

The Mummy is Resurrected at USF

In alignment with Universal Pictures' latest action-adventure blockbuster, Universal Studios Florida™ has added some exciting new elements from ***The Mummy*** reboot to the park, including:

- **Themed merchandise at Sahara Traders™**
- **Movie artwork featured on the exit ramp of Revenge of the Mummy™**
- **A new display in the Pantages Theater lobby**
- **A special highlight of Princess Ahmanet in the Horror Make-Up Show**

NOW HIRING: Full-time & Part-time Attractions Attendants at Fast & Furious – Supercharged™

Universal Orlando's newest attraction, **Fast & Furious – Supercharged™,** is going to begin recruiting high-energy Team Members to be part of the Grand Opening Team. Want to be part of the action? **The Universal Orlando Career Network** is now accepting applications for both Full-time and Part-time Attraction Attendant roles at this new venue! To be considered, Team Members must meet the following requirements:

At least eight (8) attendance credits • No performance counseling within the last six (6) months

A "Meets Requirements/ Highly Valued" rating or higher on your most recent performance evaluation

Please note, the 6-month minimum time worked in your current role requirement will be waived for these opportunities.

Internal Hiring Events will begin in July. If interested, Team Members are invited to review the job description and submit an Internal Application now available at **UOTeam.com/yourcareer.**

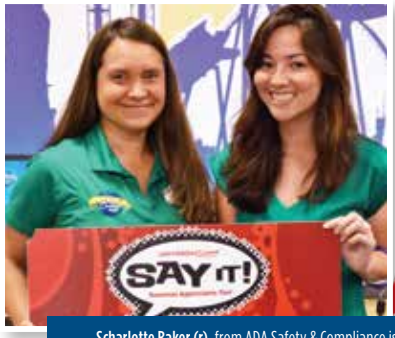
In the Spotlight

Quarterly Say It! Winners Announced

Congratulations to **Jordan Rosa Davila** and **Scharlotte Baker!**

UOTMS presented a $500 gift card to recent winners **Jordan Rosa Davila,** and **Scharlotte Baker -** two more 2017 SAY It! winners. Jordan, who works in Merchandise, and Scharlotte, from ADA Safety & Compliance, were joined at the SAY It! presentation by their management teams. Please join Team Member Services in congratulating both Jordan and Scharlotte for going above and beyond and being chosen as this quarter's winners!

- **Jordan Rosa Davila** from Merchandise - **SAY It! Card Winner**
- **Scharlotte Baker** from ADA Safety & Compliance - **Online Say It! Winner**



Scharlotte Baker (r), from ADA Safety & Compliance is accompanied by her Sr. Manager, Marian Adams, Sr Mgr Ops Safety and ADA Compliance

Jordan Rosa Davila accompanied by his management team. *From left to right:* Glaycon Oliveira, Asst Mgr, Store, Jordan Rosa Davila, Hommy Dones Torres, Asst Mgr, Store, and Jennifer Skipper, Asst Mgr, Store

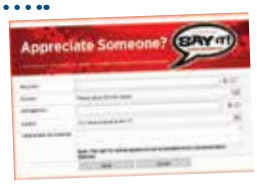
Because SAY It! is Universal Orlando's peer recognition program, any Team Member can give a SAY It! Card to recognize any other Team Member, no matter what their role is in our resort. Visit **UOTeam.com/recognition** to learn more.

There Are TWO Ways to SAY It!

SAY It! Cards

Paper SAY It! appreciation notes are available from your supervisor when you want to recognize a fellow Team Member. These cards include an "instant win" scratch-off area and can be entered into the SAY It! prize drawing. Cards must be dropped into a SAY It! prize drawing box (available at Team Member Services, in the Wardrobe Building, at Exchange Drive, in B-110, or in any of the main Team Member grills) to be eligible for the drawing.

Online SAY It!



Team Members with a UO email address may submit their SAY It! recognition online via SharePoint from any on-property computer. Recipients have the chance to "instantly win" upon receipt of their online SAY It! recognition. Whether or not the recipient's recognition is an instant winner, their name is automatically entered into the SAY It! quarterly prize drawing. Everyone has an opportunity to win!

Plus...Be Sure to SAY It! for Cooperation Across Departments

In support of our 2017 effort to focus our TSAT Action Plans on "Cooperation Across Departments," an all-new way to SAY It! is now available! Team Member Services has distributed special, limited edition Blue SAY It! cards to leaders and when submitting an online SAY It! you can choose to specifically recognize cooperation by selecting "Cooperation Across Departments" from the drop-down menu. May-July, all "Cooperation Across Departments" submissions of SAY It! will be entered in 20 drawings to be held during the August Team Member Satisfaction (TSAT) survey administration period for $150 Universal Orlando gift cards!

REMINDER: Pick Up Your Copy of *Universal Insider: Our Third Park Rises*

Universal Insider is a special publication designed to offer Team Members an "inside look" at milestones in our company. The last edition, ***Universal Insider: Our First 25 Years***, took Team Members on a historical journey commemorating our 25th anniversary. The latest edition, ***Universal Insider: Our Third Park Rises***, celebrates the opening of Volcano Bay. The 28-page publication provides a behind-the-scenes look, including the creative vision and story, construction, the guest and Team Member experience, and a deep-dive into the food, merchandise, and wardrobe of Volcano Bay.

Copies have been distributed; however, if you haven't received a copy yet, **please stop by Team Member Services in B-111 or at the Operations Base at Volcano Bay during regular operating hours.** Plus, as an added bonus, copies of *Universal Insider: Our First 25 Years* are also available! Copies of both issues are available while supplies last.

JUST FOR U

NBCUniversal Offers July 3 as Additional One-Time-Only Paid Holiday

Universal Orlando Resort has experienced incredible growth this year, from the opening of **Race Through New York Starring Jimmy Fallon™** to **Universal's Volcano Bay™** – it's certainly been a busy year.

Universal Orlando Team Members play an integral role in helping the Universal Parks & Resorts group and NBCUniversal achieve business success. In a recent Leadership Spotlight, Steve Burke shared NBCUniversal's recent success and in appreciation for everyone's hard work, offered Monday, July 3, as an additional holiday for NBCUniversal employees this year.

Though July 3 falls during our peak season, Universal Orlando is proud to announce that we are also adding July 3 as an additional one-time-only paid holiday for 2017 in appreciation of all that our Team Members have done so far. For complete eligibility and more information, please see your leader.

Note: Team Members must have 90 days of continuous employment to be eligible to receive holiday pay.

Applications for School Supply Assistance Available July 5

You and/or your dependents may be eligible to receive school supplies (grades 12 or below). To be eligible, Team Members must have an active employment status for 90 days before applying, be either Regular or Casual in status (company-approved leaves of absence may still be eligible), and meet additional criteria outlined in the application.

Applications are available at Team Member Services beginning Wednesday, July 5 and must be turned in by Friday, July 28.

Every effort will be made to fill requests in their entirety, but the program is strictly dependent upon volunteer participation so no guarantees can be made.

Excellence in LEADERSHIP

UNIVERSAL ORLANDO

The prestigious Excellence in Leadership Award recognizes salaried Team Members below the Director level who show outstanding leadership skills critical to the success and development of Team Members and the business of Universal Orlando Resort™. These Team Members were selected by their division's leaders based on these skills and how well they live the UO Values and role-model our world-class service behaviors.

Kevin Buchan
Technical Services

David Edwards
Technical Services

Heather French
Marketing & Sales

Melanie Goodwin
Human Resources

Kelsey Jobes
Marketing & Sales

Nick Linguanti
Attractions Operations

Andrew Lopez
Park Services

Robert Martinez, Jr.
Food & Beverage

Mike Mason
Merchandise

Jeff McNamara
Administration

Daniel Needhammer
Food & Beverage

Shashwati Panigrahi
Parks Technology

Cosme Ramirez
Entertainment

Nicole Rivera
Event Operations

Justin Robertson
Finance

Roxane Simmons
Merchandise (UPR)

Brianne Siracusano
Food & Beverage

Keirsten Zuliani
Entertainment

KNOW SOMEONE WHO DESERVES TO BE NOMINATED FOR THE EXCELLENCE IN LEADERSHIP AWARD?

To nominate a candidate, pick up a nomination form from Team Member Services or from your Human Resources Manager. Be sure to return your completed nomination form to your Human Resources Manager by July 28 to have your candidate considered for next quarter's awards.

Recognition

BRAVO AWARD WINNERS

Heersh Mohammed
Security

Emily Lloyd
Loss Prevention/ Investigations

Lauren Thurston
Attractions Operations

George Pyles
Park Services

Mike Troy
Attractions Operations

Christina Kophamer
Merchandise

Martha Gomez
Merchandise

Marines Toledo
Merchandise

Dorkas Hernandez
Technical Services

Chris Mewhinney
Event Operations

Doug Snyder
Entrance Operations

Mark Minge
Technical Services

Jeremy Jacobitz
Entertainment

Monserrate Podlas
Entertainment

Loryn Lees
Entertainment

Arelis Ramos
Food & Beverage

Tammy Chau
Food & Beverage

Terah Haenke
Food & Beverage

Skyler Ille
CityWalk Guest Services

Sabrina Broadbent
Food & Beverage

Daniel Pacchioni
Marketing & Sales

Eric Farrar
Human Resources

JUNE 2017

MILESTONES

Congratulations to all Team Members who are celebrating their anniversary with the company in **June!**

25 YEARS

Entertainment
Eugene Dickerson
Colin Heron-Vanta

Entrance Operations
Gary Allen

Food & Beverage
Francisco Pena

Human Resources
Ben Polk
Fred White

Marketing & Sales
Laura Sanders

Parks Technology
Larry Sanders

Technical Services
Andrew Molzan

20 YEARS

Entertainment
Adrian Armitage
Michael Broffitt
Christopher Hecht
Charles Lesch
Robert Meyers Jr.
Christina Zettler

Entrance Operations
Elizabeth Wilson

Food & Beverage
Jose Alejandro
Richard Bates
Annie Calixte
Joann Potts
Anthony Rivera
Ana Tavarez

Human Resources
LeeAnn Jenks
Debra Mattingly
Dale Walker

Legal
Carolinda Gonzalez

Marketing & Sales
Todd Wineland
Monica Ortega

Park Services
Doris Leverston

Production
Katrinka Van Deventer

Security
Robby Robinson

Technical Services
James Washington III
Gregory Belter
William Knudson

Wardrobe
Robert Rowand Jr.

15 YEARS

Attractions Operations
Rosalind Zayas

Entertainment
Karen Rigsby
Jim Timon
Alexander Diehl

Entrance Operations
Qadir Khan

Finance
Daniel Neal

Food & Beverage
Juan Cruz
Tammy Gerheim
Stacey Harvey
Ellis Knickerbocker
Terrance Miller
Scott Muncey
Kylene Ramirez
Francisco Rodriguez

International Operations
Campbell Swann

Marketing & Sales
Amanda Costagliola
Jenny Bordeaux
Naz Richardson

Merchandise
Veronika Costa

Kristen Lynn
Carlos Rodriguez
DJenane Zamor

Park Services
Lebert Bonner
Robin Ramdass

Revenue Operations
Michael Hughes

Security
Juan Rodriguez

Technical Services
Ashley Bauman
Jason Phenicie

Universal Creative
Franklin Greer

10 YEARS

Attractions Operations
Angella Demontagnac
Camellia Muniz
Rebecca Sykes

Entertainment
Debra Aull
Patricia Dempsey-Della Cioppa
Victoria Gathman
Anthony Messina

Milestones continued on page 6

Around Our Universe

MILESTONES

Continued from page 5

10 YEARS

Entertainment
Myla Minor
Joshua Rigdon
Ericka Sines

Entrance Operations
Kimberly Loyack
eslie Rodriguez Ortiz

Finance
Jessica Neville

Food & Beverage
Sandra Almeida
Ronald De Leon
Ileana Diaz
Rochelle Frank
Christina Rhodes
Robert Riley
Patricia Sherman
Marlene Tejada Rivera
Charles Verdieu
Diana Centeno
Paola Sotomayor

Health Services
Jose Marmolejo
Anand Naiken

Human Resources
Christina Sweeney

Marketing & Sales
Matthew Donovan
Christian Fulton
Holly Hudson
Amy Walsh

Park Services
John Torres

Parking & Transportation
Sara DelCanto
John Meerleveld
Kyle Wells

Parks Technology
Mario Ledee

Security
Priscilla Castellanos
Ryan Eatough
Ricardo Lora

Technical Services
Susan Johnson

Universal Creative
Brian Bohres

Wardrobe
Phylicia Oliver

5 YEARS

Attractions Operations
Vanessa Aponte
Stephen Avera Jr.
O'Bryan Edwards
John Encalada
Anthony Espin
Amanda Green
Elise Griffith
Allison Herbert
Haley LaMothe
Lilia Linquanti
Shanice Macea
Lulliannie Montilla
Paula Navarro
Joseph Ocasio
Amanda Samples
Erin Tarallo
Alicia Vaillancourt

Entertainment
Brandon Bascombe
Brandon Cline
Brian Creason
Troy Garcia
James Honey II
Ginger Honey
Jacqueline Kerr
Justin Kouns
Karen Lambert
Amy Petroski
Raisa Reynoso
Heriberto Rivera III
Kelly Slaton
William Squires

Entrance Operations
Luis Rosa
Christina Trillo

Finance
Giusseppe Theodoredis Roque
Anita Velgara

Food & Beverage
Elizabeth Birch
Jack Brady Jr.
Joshua Cohen
Timothy Duke
Gudrun Fabre
Emmanuel Floyd
Laura Godkin
Carlton Hull
John Keating Jr.
Angelica Marroquin
Jessica Mojica
Jennifer Nivela
Ridelaine Noel-Jeune
Jeremy Perry
Brad Petrovich
Jordan Pietkewicz
Kavita Rajkumar
Edwin Rivera-Bonilla
Michelle Royal
Michelle Santiago
Jamar Shabazz
Stanton Taylor
Stacy Turner
Rishelle Vinson

Human Resources
Kirah Ballard
Crystal Davis
Brenda Slocki

Marketing & Sales
Jessica Faines
Alison Nicholls
Tim White

Merchandise
Adam Finkle
Kristen Houlihan
Mary Lawson
Andrew McKay
Marissa Stockwell

Milestones continued on page 7

HOT JOBS!

Market Research Interviewers

There are immediate Casual openings for Market Research Interviewers! Our **Market Research Interviewers** generate guest satisfaction surveys on a year-round for Universal Orlando Resort. They recruit, screen, and collect unbiased and accurate survey data. Prior research interviewing experience a plus, but not required. Ability to speak fluent Spanish and/or Portuguese a plus.

Guest Services Social Media Posititions

Digital Guest Communications is now hiring for **Full-Time Coordinators & Supervisors!** This team is responsible for monitoring different social media platforms, identifying trends, and encouraging guest engagement. In these roles, you will be resolving guest concerns via social media, building reports based upon trends, and ensuring guests are all being responded to in a reasonable timeframe. Guest Service experience in the Hospitality industry is preferred. Previous experience working in Social Media and the ability to speak Spanish and/or Portuguese is a plus.

To submit your application for these positions, visit **UOTeam.com** to apply today!

UNIVERSAL ORLANDO® Career Network

Spread the Word! Refer Your Friends & Family to Work at Universal Orlando

It takes a special kind of person who can combine a solid work ethic, a sense of fun, great people skills, and just the right amount of Universal attitude to become a successful Team Member. As Universal Orlando Team Members who understand The Universal Way, there is no better person than YOU to refer your friends and family to work here.

Receive Two Comp Passes for Each Referral

Our Team Member Referral Program helps us focus on hiring only quality candidates who are committed to delivering extraordinary experiences for our guests. In the program, two (2) complimentary tickets will be automatically added to the referring Team Member's online Team Member Comp Pass account for each successful referral who reaches 90 days of service, provided both the referrer and referee are still active at the time of distribution.

Pick up Referral Cards and Spread the Word!

Pick up Team Member Referral Cards from the Human Resources Staffing Lobby or Team Member Services and start referring quality candidates that represent The Universal Way! The more people you refer, the more tickets you can receive. Tell your friends and family to discover where they fit in by applying online, anytime at: **www.UniversalOrlandoJobs.com.**

Note: College Ambassadors, select Human Resources Team Members, Casting, and Executives are not eligible to participate in this program.

Next Velvet Sessions: Lita Ford

The award winning "Velvet Sessions" is a rock & roll cocktail party held in the Velvet Bar and Lobby Lounge of the Hard Rock Hotel® which showcases different types of specialty cocktails along with fabulous finger foods and great live music from legendary bands. Come see **Lita Ford** sing her hit songs including "Kiss Me Deadly," "Close My Eyes Forever," and many more. For pricing, and to purchase tickets online, visit **www.velvetsessions.com** or by check with the concierge at the Hard Rock Hotel.

THURSDAY, JUNE 29 · 6:30PM

Velvet Sessions is a 21 and older event.

UOTMS PRESENTS
CINEMATIC SUMMER
UNIVERSAL ORLANDO RESORT

It's a Cinematic Summer!

A **"Cinematic Summer"** is underway with movie fun all summer long! Check out the **'Now Showing'** events and don't forget:

Your Ticket To Fun - Collect Stamps at Events for a Chance to Win Big!

Be sure to pick up your Cinematic Summer movie ticket at any event, then collect stamps at each event, Party Patrol, UOTMS activity, and more this summer. Collect at least 4 stamps and turn in your card at the end of the summer for your chance to win some awesome prizes.

UOTM Favorites - Cast Your Vote Today!

We want to know your favorites - from attractions to restaurants, and more, tell us what you love at UO! Vote today at **UOTeam.com/perksandplay.** Voting will stay open all summer long, with a big reveal of the winners at Awards Night - because no cinematic season would be complete without an award show - stay tuned for details!

NOW SHOWING

Don't miss the action-packed lineup of events across the resort - each with a unique movie genre theme. Plus, avoid the lines and enjoy Team Member-only ride opportunities!

A Cinematic Summer Event: Adventure
Thursday, July 6 / 3:00pm – 4:30pm / Soundstage 33
Join UOTMS and dive into the depths of our next great adventure! Come relax, venture into the jungle, and grab some grub!

A Cinematic Summer Event: Fantasy
Tuesday, August 8 / 4:00pm – 5:30pm / Soundstage 33
Explore an age of knights and mystical dragons in this unique cinematic universe. Stop by and indulge in some medieval food and drink just like kings and queens of old.

Please note: Any giveaways from Team Member Services are while supplies last and may be available at unscheduled locations across the resort without advance notice. Giveaways are one (1) per Team Member with valid UO ID (third party team members or concessionaires may not be eligible for all giveaways).

Ride the Movies: Skull Island: Reign of Kong™
Friday, July 7 / 11:00pm - 12:00am
Our cinematic adventure continues with your chance to ride Skull Island: Reign of Kong™ after park hours.

Activity: Sleuths Mystery Dinner Show
Thursday, July 20 / 6:00pm
Cost: $35/person - 1 guest welcome
Join us for a comedy mystery show where you become the detective and solve the crime! The cost includes dinner, beverages, and a comedy mystery show. Registration and payment required in advance. Sign up in the Team Member Services Room in B-111.

2017 Universal Orlando Softball Champs Named!

A-Team was the overall champion of the softball league

Congratulations to A-Team for winning the 2017 Universal Orlando Softball League Championship led by captains **Chad Valle** and **Dustin Grzegorzewski**, as well as our runner-up team STP Dream Team, led by captains Benny Barker and Kelly Slaton.

Congratulations, Teams!

U-Shop Summer Event: Enjoy an Extra 70% Off!

The U-Shop, located in the center of the Wardrobe building, is hosting a summer event - all merchandise is being offered to Team Members at 70% off the lowest ticketed price! Check in frequently as new products are added each week (limited quantities available). Cash or credit card accepted - be sure to bring your UO ID.

Tuesdays - Thursdays & Saturdays 10:00am - 7:00pm
Fridays 7:00am - 7:00pm
Sundays & Mondays Closed

MILESTONES

Continued from page 6

5 YEARS

Park Services
Linna Duong
Demetrius Goldsborough
Hannah Hallenbeck
Mireille Paillant Guillaume
Stephen Romanelli
John Roza III
Alexandra Schuttauf

Parking & Transportation
Dennis Whitmore

Parks Technology
Carlos Lee

Security
Marysue LeClair
Sheena Lynn

Technical Services
Daniel Kelyman
Tyler Lahman

Universal Creative
Kevin Holland
Terry Huss
Stephanie Knoll
Susanna Malott
Erin McCollum

Wardrobe
Jessica King

QUICK CUTS

Share Your Celebrations

- Congratulations to **Kelly Nguyen** from Food & Beverage and Jack Phipps on their recent engagement.
- Congratulations to **Lisa Hines** from Merchandise and Jeffrey Roberts on their recent engagement.
- Congratulations to **Elisa Gronau** from Administration and her husband Mike - the couple celebrated their 29th wedding anniversary on June 3.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

Volcano Bay Crossword Winner!

Congratulations to **Calan Rayan** from CityWalk™ Guest Services! She was our latest ***UO News*** Crossword winner and won a $25 UO gift card.

The Remembrance

UO Team Members Share the Love

Team Members from all across UO came together on June 12 to honor the innocent lives lost in last year's Pulse tragedy, which included 6 members of our NBCUniversal Family. Team Members reflected at a special remembrance ceremony, sent in countless "heart photos," and shared their love at remembrance stations, demonstrating that Universal remains united in the face of adversity, and that love truly is Universal.

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Questions? Comments? Story Ideas? Give us your feedback! E-mail **communications@universalorlando.com**
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